

### Knowledge Base Article: Article 206

### How to fix Error Can't instantiate object or Access is denied. (0x80070005) under Windows 2003?

Date: April 19th, 2010

### **Problem:**

Using the Web Portal, this error can occur if some Click&DECiDE Services do not have the required configuration.

### Error:

The error could be similar to:

Error code : 0x80020009, Exception occurred.using CreateInstance(), Error code : 0x80070005, Can't instantiate object: CLSID={70A418D3-EBD9-11D1-BFA9-40000000113} (d7dccSX); Access is denied. (0x80070005)

D7dccSX being the program name of the Click&DECiDE Web Object Manager Service, but the same error can appear for another Click&DECiDE Service:

sechlpSX being the program name of the Click&DECiDE Server Helpers Service

d7VemService being the program name of the Click&DECiDE Export Manager Service

d7taskmanager being the program name of the Click&DECiDE Task Manager Service

d7LeoService being the program name of the Click&DECiDE LEO Service

### Solution:

Please follow the tasks listed below:

- **Task 1:** Launching the Component Services Console DCOM Config Directory.
- Task 2: Configuring the d7LEOService.
- Task 3: Configuring the D7TaskManager, d7VEMService, DataSelect Server Helpers Service and DataSet Web Objects Manager Service.

### Task 1: Launching the Component Services Console DCOM Config Directory

### Task 1: Procedure

To launch the Component Services Console DCOM Config directory, please follow the steps below:

### Steps

- 1. Select Start> Run... The Run dialog box appears.
- 2. Enter dcomcnfg in the **Open** field.

### www.clickndecide.com





3. Click OK. The Component Services console appears.







4. Select Console Root> Component Services> Computer>> My Computer> DCOM Config in the left Console Root pane.







### Task 2: Task 2: Configuring the d7LEOService

#### Task 2: Procedure

To configure the d7LEOService, please follow the steps below:

#### **Steps**

1. Scroll the right pane to select d7LEOService.



2. Right-click **d7LEOService** and select **Properties** in the context menu. The **d7LEOService** property sheet appears.



# Click&DECiDE

Component Services			
🌮 File Action View Window Help			.  8  ×
← → 🗈 🖬 🗙 🗃 🙆 😫	🖆   ºo 😳 🚟 🏢		
Console Root	DCOM Config Name ComEvents, Com	Application ID {ECABBIC6-7E19-11D2-978E-0000E8757E2A}	
⊡-	Command line Tri	{797EF3B3-127B-4283-8096-1E8084BF67A6} {84D586C4-A423-11D2-B943-00C04F79D22F}	
⊕	d7LEOService D7Tas View d7VEM Properties	483185D10-C65A-413E-8788-3D2D17D72C0E} 139C0E-A123-4CFD-8F6F-E37A2C732A01} 296A28-7F98-480A-B31A-C53DED7E6701}	
AcroDistX  AcroExch.Matrix  AcroExch.PDBook	DataSet Web Obj DataSet Web Ser	<pre>{50072:E4E4-11D1-BF9C-400000000113} {5087D091-EBD8-11D1-BFA9-400000000113} {84287CE5-C010-11D2-87FD-0000B45E9E36}</pre>	
APE Client     APE Client     APE Expediter     APE Instance Mar	Defrag FAT engine	{80EE4902-3388-11d1-A213-0080C88593A5} {80EE4901-33A8-11d1-A213-0080C88593A5} {FFFAA5E1-83F5-4AFE-8190-6B3F03C1E88F}	
APE Job Manager	DiagServices Class Event Object Cha Event Object Cha	{0EF91A8E-03D5-11D3-B995-00A0C9AD54B5} {D0565000-9DF4-11D1-A281-00C04FCA0AA7} {BB07BACD-CD56-4E63-A8FF-CBF0355FB9F4}	
APE Vorker	Flash Document FlashPaperConne	{597CAA70-72AA-11CF-831E-524153480000} {6222A545-D41A-4C31-AB04-29EB4984AF69} {B95059D9-6AAC-11D1-8632-00A0C903A97F}	
	<b>%</b> нс	{FC7D9E01-3F9E-11D3-93C0-00C04F72DAF7}	~





3. Select the Security tab.

d7LEOService Properties	? 🗙
General Location Security Endpoints Identity	
Launch and Activation Permissions	
Use Default	
C Customize Edit	
Access Permissions	
Use Default	
C Customize Edit	
Configuration Permissions	
C Use Default	
Customize     Edit	
OK Cancel App	oly

4. Select the Customize option button in the Launch and Activation Permissions zone

d7LEOService Properties	? 🛛
General Location Security Endpoints Identity	
Launch and Activation Permissions	
C Use Default	
Customize	Edit
Use Default	
C Customize	E dit
Configuration Permissions	
C Use Default	
Customize	Edit
OK Cano	cel Apply

Contact us: E-mail: sales@clickndecide.com Tel: +33 (0)6 71 99 86 60 Sales Offices: 98, route de la Reine - 92100 Boulogne-Bt, France. To contact your nearest Click&DECiDE partner, click here.

## www.clickndecide.com



5. Click Edit... The Launch Permission property sheet appears.

Launch Permission		? 🔀
Security		
Group or user names:	pinistrators)	
INTERACTIVE	HEENUSR_LYCH	IEE)
Launch IIS Process Account SYSTEM	(LYCHEENWAM_	LYCHEE)
	Add	Remove
Permissions for Administrators	Allow	Deny
Local Launch Remote Launch	<ul> <li>✓</li> </ul>	
Local Activation Remote Activation	<ul><li>✓</li></ul>	
	ОК	Cancel

6. Click Add... The Select Users or Groups dialog box appears.

Select Users or Groups	? 🛛
Select this object type: Users, Groups, or Built-in security principals	Object Tupes
From this location:	
DATASET	Locations
Enter the object names to select <u>(examples)</u> :	Check Names
Advanced OK	Cancel





7. Click Advanced... The Select Users or Groups dialog box appears.

Select Users or Groups	? 🛛
Select this object type:	
Users, Groups, or Built-in security principals	Object Types
From this location:	
DATASET	Locations
Common Queries	
Name: Starts with 🔍	Columns
Description: Starts with 💌	Find Now
Disabled accounts	Stop
Non expiring password	
Days since last logon:	A 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
	K Cancel
Name (RDN) In Folder	

8. Click Find Now. The RDN and Folder information appears.

Select Users or	Groups		? 🛛
Select this object t	ype:		
Users, Groups, or	Built-in security princip	als	Object Types
From this location:			
DATASET			Locations
Common Queries			
Name:	Starts with 💌		Columns
Description:	Starts with 💌		Find Now
Disabled ac	counts		Stop
Non expiring	) password		
Diarre eince laet	logon:		<u> </u>
D ayo oli loo laoc	iogon.		<b>N</b>
			OK Cancel
Name (RDN)	In Folder		
🕵 LUC	DATASET		
😰 Nerys	DATASET		
NetReportSu	DATASET		
S NICOLAS	DATASET		
2 PASCAL	DATASET		
🙎 PIERRE	DATASET		
	DATASET		-
	DATASET		
	DATASET		

**Contact us: E-mail:** <u>sales@clickndecide.com</u> **Tel:** +33 (0)6 71 99 86 60 **Sales Offices:** 98, route de la Reine - 92100 Boulogne-Bt, France. To contact your nearest Click&DECiDE partner, <u>click here</u>.





### 9. Select NETWORK.

- 10. Click OK.
- 11. Click OK.
- 12. Select the Local Launch and Local Activation option buttons.

Launch Permission		? 🗙
Security		
Group or user names:		
Administrators (LYCHEE \Adr	ministrators)	
INTERACTIVE     Internet Guest Account (LYC)	HEENUSB LYCHE	E)
Launch IIS Process Accoun     SYSTEM	t (LYCHEENWAM_)	LYCHEE)
	Add	Remove
Permissions for Administrators	Allow	Deny
Local Launch	<b>~</b>	
Local Activation		
Remote Activation		
1		
	OK	Cancel

### 13. Click OK.

14. Click OK.





### Task 3: Configuring the D7TaskManager, d7VEMService, DataSelect Server Helpers Service and DataSet Web Objects Manager Service

### Task 3: Procedure

Please note that you must now configure for each of the following applications:

- O7TaskManager
- d7VEMService
- O DataSelect Server Helpers Service
- DataSet Web Objects Manager Service

To do so, please follow the procedure explained in Task 2 in this document. Each time you configure one of the four applications listed above, simply replace d7LEOService for the appropriate application. This infers that you will need to perform the procedure four times, once for each of the four applications listed above.

### **Steps**

1. Scroll the right pane to select the Application (in this example, d7LEOService).



2. Right-click the application name and select **Properties** in the context menu. The [Application Name] property sheet appears.



# Click&DECiDE

Scomponent Services			X
🌮 File Action View Window Help			×
← → 🗈 📧 🗙 🖀 😰 😫 🍋	<u>•</u> ≿ ⊞ ∭		
Console Root	OM Config		
Computers Joint Mage Computers Comp	me ComEvents. Com Command line Tri CustReg Class d7LEOCentre D7Tas View d7VEV View d7VEV Propertiess DataSet Web Ser DataSet Ser D	Application ID {CCABB0C-7F19-11D2-978E-0000F8757E2A} {977E7383-1278-4283-8096-1E8084BF67A6} {840558C4-A423-11D2-8943-00C04F79022F} {9315801-0c-5A135-8943-00C04F79022F} {9315801-0c-5A135-8785-000C04F79022F} {902672-444-11D1-897-000004520517072cc6} {902672-444-11D1-897-000004528593A5} {902674-444-11D1-897-00000768593A5} {90264901-33A8-11d1-A213-0080C88593A5} {90264901-33A8-11d1-A213-0080C88593A5} {90264901-33A8-11d1-A213-0080C88593A5} {90264901-33A8-11d1-A213-0080C88593A5} {90264901-33A8-11d1-A213-0080C88593A5} {90264901-33A8-11d1-A213-0080C88593A5} {90264901-33A8-11d1-A213-0080C88593A5} {90264901-33A8-11d1-A213-0080C88593A5} {90264901-33A8-11d1-A213-0080C88593A5} {90264901-33A8-11d1-A213-0080C88593A5} {90264901-33A8-11d1-A213-0080C88593A5} {90264901-33A8-11d1-A213-0080C88593A5} {90264901-33A8-11d1-A213-0080C88593A5} {90264901-33A8-11d1-A213-0080C88593A5} {90264901-33A8-11d1-A213-00047C0A475} {9070A70-72AA11C8-3315-524153480000} {9270A70-72AA11C8-3315-524153480000} {9270A70-72AA11C8-3315-524153480000} {9270A70-72AA11C8-3315-524153480000} {9270A70-72AA11C8-3315-524153480000} {9270A70-72AA11C8-3315-524153480000} {9270A70-72AA11C8-3315-524153480000} {9270A70-72AA11C8-3315-524153480000} {9270A70-72AA1127-3315-524153480000} {9270A70-72AA1127-3315-524153480000} {9270A70-72AA1127-3315-524153480000} {9270A70-72AA1127-3315-524153480000} {9270A70-72AA1127-3305-1128-895-103-9950000004720A77} {9270A70-72AA1127-3305-1128-99500000000000000000000000000000000000	

Contact us: E-mail: <u>sales@clickndecide.com</u> Tel: +33 (0)6 71 99 86 60 Sales Offices: 98, route de la Reine - 92100 Boulogne-Bt, France. To contact your nearest Click&DECiDE partner, <u>click here</u>.





3. Select the Security tab.

d7LEOService Properties	? 🗙
General Location Security Endpoints Identity	
Launch and Activation Permissions	
Use Default	
C Customize Edit	
Access Permissions	
Use Default	
C Customize Edit	
Configuration Permissions	
C Use Default	
Customize     Edit	
OK Cancel App	oly

4. Select the Customize option button in the Launch and Activation Permissions zone

d7LEOService Properties	? 🛛
General Location Security Endpoints Identity	
Launch and Activation Permissions	
O Use Default	
<ul> <li>Customize</li> </ul>	Edit
- Access Permissions	
Use Default	
C Customize	Edit
Configuration Permissions	
C Use Default	
Customize	Edit
OK Cano	el Apply

Contact us: E-mail: sales@clickndecide.com Tel: +33 (0)6 71 99 86 60 Sales Offices: 98, route de la Reine - 92100 Boulogne-Bt, France. To contact your nearest Click&DECiDE partner, click here.

## www.clickndecide.com



5. Click Edit... The Launch Permission property sheet appears.

Launch Permission		? 🔀
Security		
Group or user names:	pinistrators)	
INTERACTIVE	HEENUSR_LYCH	IEE)
Launch IIS Process Account SYSTEM	(LYCHEENWAM_	LYCHEE)
	Add	Remove
Permissions for Administrators	Allow	Deny
Local Launch Remote Launch	<ul> <li>✓</li> </ul>	
Local Activation Remote Activation	<ul><li>✓</li></ul>	
	ОК	Cancel

6. Click Add... The Select Users or Groups dialog box appears.

Select Users or Groups	? 🛛
Select this object type: Users, Groups, or Built-in security principals	Object Tupes
From this location:	
DATASET	Locations
Enter the object names to select <u>(examples)</u> :	Check Names
Advanced OK	Cancel





7. Click Advanced... The Select Users or Groups dialog box appears.

Select Users or Groups	? 🛛
Select this object type:	
Users, Groups, or Built-in security principals	Object Types
From this location:	
DATASET	Locations
Common Queries	
Name: Starts with 🔍	Columns
Description: Starts with 💌	Find Now
Disabled accounts	Stop
Non expiring password	
Days since last logon:	
	K Cancel
Name (RDN) In Folder	

8. Click Find Now. The RDN and Folder information appears.

Select Users or	Groups	?
Select this object t	ype:	
Users, Groups, or	Built-in security principals	Object Types
From this location:		
DATASET		Locations
Common Queries		
Name;	Starts with 👻	Columns
Description:	Starts with 💌	Find Now
Disabled ac	counts	Stop
Non expiring	a password	
Days since last	logon: 🔽	
		OK Cancel
Name (RDN)	In Folder	
LUC  Nerys  NetReportSu  NotReportSu	DATASET DATASET DATASET	
S NICOLAS	DATASET	
2 PASCAL	DATASET	
	DATASET	
	DATASET	-
😡 SOLAaentCm	DATASET	

Contact us: E-mail: <u>sales@clickndecide.com</u> Tel: +33 (0)6 71 99 86 60 Sales Offices: 98, route de la Reine - 92100 Boulogne-Bt, France. To contact your nearest Click&DECiDE partner, <u>click here</u>.





### 9. Select NETWORK.

- 10. Click OK.
- 11. Click OK.
- 12. Select the Local Launch and Local Activation option buttons.

Launch Permission		? 🔀		
Security				
Group or user names:				
Administrators (LYCHEE \Administrators)				
INTERACTIVE     Internet Guest Account (LYCHEEVILISE, LYCHEE)				
Internet Guest Account (LYCHEENUSH_LYCHEE) Internet Guest Account (LYCHEENWAM_LYCHEE) IS SYSTEM				
	Add	Remove		
Permissions for Administrators	Allow	Deny		
Permissions for Administrators	Allow	Deny		
Permissions for Administrators Local Launch Remote Launch		Deny		
Permissions for Administrators Local Launch Remote Launch Local Activation Remote Activation		Deny		
Permissions for Administrators Local Launch Remote Launch Local Activation Remote Activation	Allow	Deny		
Permissions for Administrators Local Launch Remote Launch Local Activation Remote Activation	Allow	Deny		

### 13. Click OK.

14. Click OK.

**Further Information** Please see our Net Report Knowledge Base at: http://www.netreport.fr/us/support/sup\_knowledgebase.asp

